

## **Residential: Telehealth**

According to the DHS/DCFS Contract, Part II. Section VI: Service Requirements for Outpatient Mental Health Services, A. Medicaid:

*5. Telehealth: "Telehealth" is the practice of mental health care delivery through interactive video communications when distance or other hardships create difficulty with consistent access to services. Telehealth occurs in real-time or near real-time. The use of Telehealth for the delivery of mental health services shall be considered a face-to-face, in-person encounter between the mental health practitioner and the Client and/or family.*

*a. Telehealth may only be used for delivery of the following services:*

*(1) Family Psychotherapy with Client Present (90847).*

*(2) Family Psychotherapy without Client Present (90846)*

*(3) Pharmacological Management (90862).*

*b. Telehealth shall only be used when circumstances indicate that face-to-face interaction would be a hardship for the family or Client (e.g. extreme distances to the mental health practitioner's office).*

*c. Prior written approval by the Case Manager is required for Telehealth to be used.*

*d. As a condition of using Telehealth, an interactive visual telecommunications system is required that permits real-time communication between the licensed mental health practitioner and the Client or the Client's family when one of the parties is at another site. Equipment streaming at both sites is the preferred method to be used, such as Skype.*

*e. Telehealth equipment shall have the technological capacity and transmission speed to provide adequate resolution and audio quality for decision-making substantially equivalent to a face-to-face encounter. The Contractor shall ensure its staff involved in Telehealth visits are trained in the use of the Telehealth equipment and are competent in its operation.*

*f. The following shall not be considered Telehealth:*

*(1) Telephone conversations.*

*(2) Text messaging.*

*(3) Electronic mail messaging; e.g., email or instant messaging.*

*(4) Facsimile (fax).*

*(5) Store and forward.*

*g. The Contractor shall ensure that physical surroundings for all parties are private, quiet, free of any interruptions and conducive to a confidential mental health session that would normally take place in a mental health practitioner's office.*

*h. When providing Telehealth services, the Contractor shall be held to the same standards of quality care and confidentiality as required by state and federal law.*

*i. The Contractor shall ensure that all individuals involved in the Telehealth session identify themselves and that therapy progress notes document those in attendance.*

*j. All costs associated with the Telehealth service are the responsibility of the Contractor.*

*k. Telehealth services shall be reimbursed at the same rate as a standard face-to-face, in-person encounter.*